

Offender Communication Center User Guide

The screenshot shows the Keefe Offender Communications Center web application running in a Windows Internet Explorer browser. The browser's address bar displays the URL: <https://deptest.keefecommissarynetwork.com/OCC/facility/Closed?ResetView=1>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. A Favorites bar is visible below the menu bar, showing a link to the Keefe Offender Communications Center.

The application interface features a header with the Keefe Group logo and the text "Offender Communication Center". To the right of the logo, it displays "[User's Name]" and "Logged in as Keefe Offender Communication Administrator", with links for "[My Account]" and "[Logout]". Below the header is a navigation bar with tabs: "New Conversation", "Open", "Closed", "Topics", and "Manage Users". The "Closed" tab is currently selected.

Below the navigation bar, the "Closed" section displays a list of conversations. A legend indicates that a heart icon denotes the last response from the facility. The search filters include a date range from 7/27/2012 to 8/27/2012, a topic dropdown set to "CD28 Request", a status dropdown set to "New", and an offender dropdown set to "All Offenders". There are also links for "[Show Offenders]" and "[All]".

| Conversation Topic | Original Author | Date |
|--|--------------------|--------------------|
| Grievance - Inappropriate Language - Havin the preacher come to visit | ERIC HOLDEN (4752) | 8/15/2012 3:16 PM |
| Grievance - Shower Head not operating in pod B - topic closed | ERIC HOLDEN (4752) | 8/14/2012 2:04 PM |
| Dental - Tooth-ache - I have scheduled an appointment for you with the dentist Th... | ERIC HOLDEN (4752) | 8/14/2012 1:55 PM |
| Schedule Visitation - Schedule visit with son and daughter - We are opening a visit... | ERIC HOLDEN (4752) | 8/14/2012 11:19 AM |
| Schedule Visitation - Add Visitor to List - You have five people on the list. You can... | ERIC HOLDEN (4752) | 8/3/2012 8:12 AM |

At the bottom of the application, there is a footer with links for "Privacy Policy", "Terms and Conditions", "Contact Us", and "Help".

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ABOUT THE OFFENDER COMMUNICATION CENTER

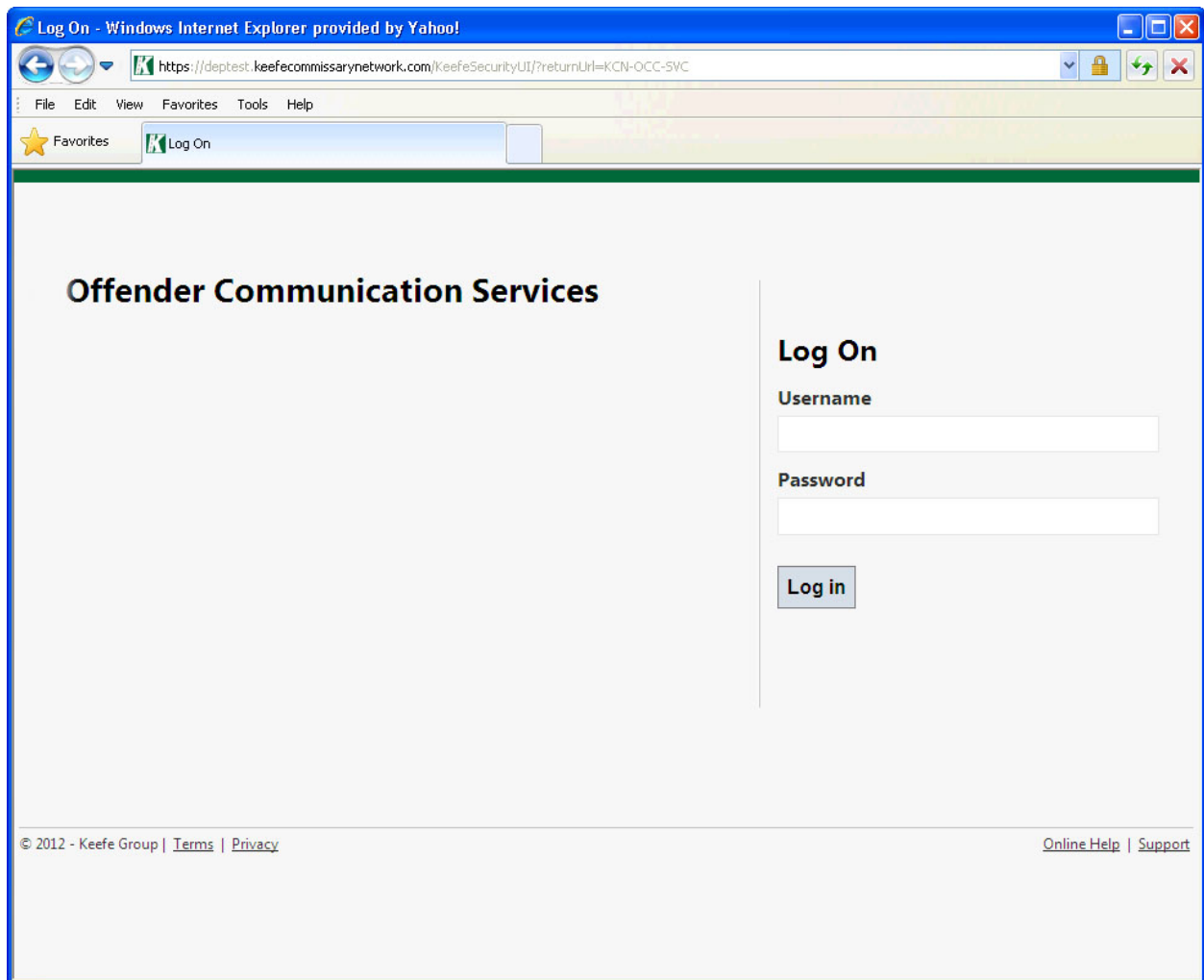
The Keefe Group Offender Communication Center allows *offenders* and *facility users* to communicate with each other through the use of a **Conversation**.

A **Conversation** is composed of one or more *messages* between a single offender and one or more facility users. Each conversation has a predefined **Topic**, which is initially selected when the first message in the conversation is sent. This topic ensures that the message is routed to the appropriate facility users.

The **Offender Communication Center** system is centrally hosted but is configured to support multiple facilities. Each facility's data (users, groups, offenders, topics, and conversations) will be accessible to only that facility.

FACILITY USER

FACILITY USER LOGIN

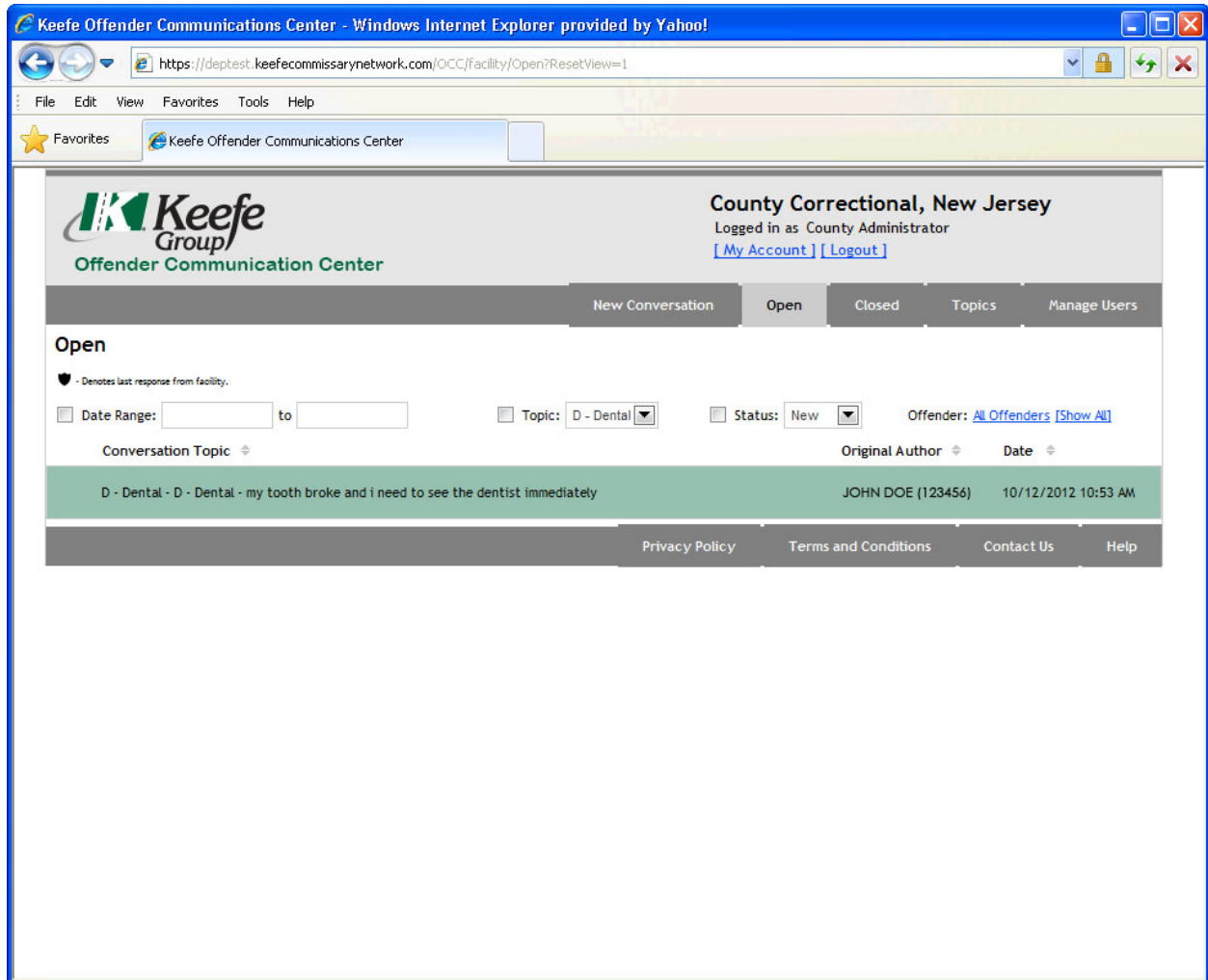


The screenshot shows a Windows Internet Explorer browser window. The title bar reads "Log On - Windows Internet Explorer provided by Yahoo!". The address bar shows the URL "https://deptest.keefecommissarynetwork.com/KeefeSecurityUI/?returnUrl=KCN-OCC-SVC". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". A "Favorites" bar is visible with a "Log On" link. The main content area has a header "Offender Communication Services" on the left and a "Log On" section on the right. The "Log On" section contains a "Username" label above a text input field, a "Password" label above another text input field, and a "Log in" button below them. At the bottom of the page, there is a footer with "© 2012 - Keefe Group | [Terms](#) | [Privacy](#)" on the left and "[Online Help](#) | [Support](#)" on the right.

Users must have a user name and password to access the Keefe Offender Communication Services system. User names and Passwords are assigned at the facility's discretion.

1. To begin, navigate to the **Offender Communication Center** website on your computer.
2. At the **Home** page, enter your user name.
3. Tab down and enter your password.
4. Click the **Log In** button.
5. The Offender Communication Center website opens to the **Open Conversations** page.

OPEN CONVERSATIONS FEATURES



The **Open Conversations** page of the Keefe Group Offender Communication Center allows facility users to view new conversations and navigate through the system's functions.

Only the most recent messages in a conversation are displayed. Messages sent in the conversation are indicated by the date and time displayed.

- Incoming unread offender messages are highlighted and marked as **New**.
- Once read, new offender messages are marked as **Read** for all users.
- Outgoing facility staff messages are marked **Replied**.
- If a facility user or offender closes a conversation, that conversation is moved from the **Open Conversations** page to the **Closed** box.
- Users can filter messages by any combination of criteria: **Date Range**, **Topic**, **Status**, or **Offender**.

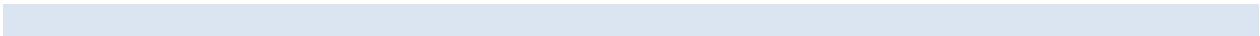
- All columns in the **Open Conversations** page can be sorted.

Once a user is logged in, the **Open Conversations** page displays:

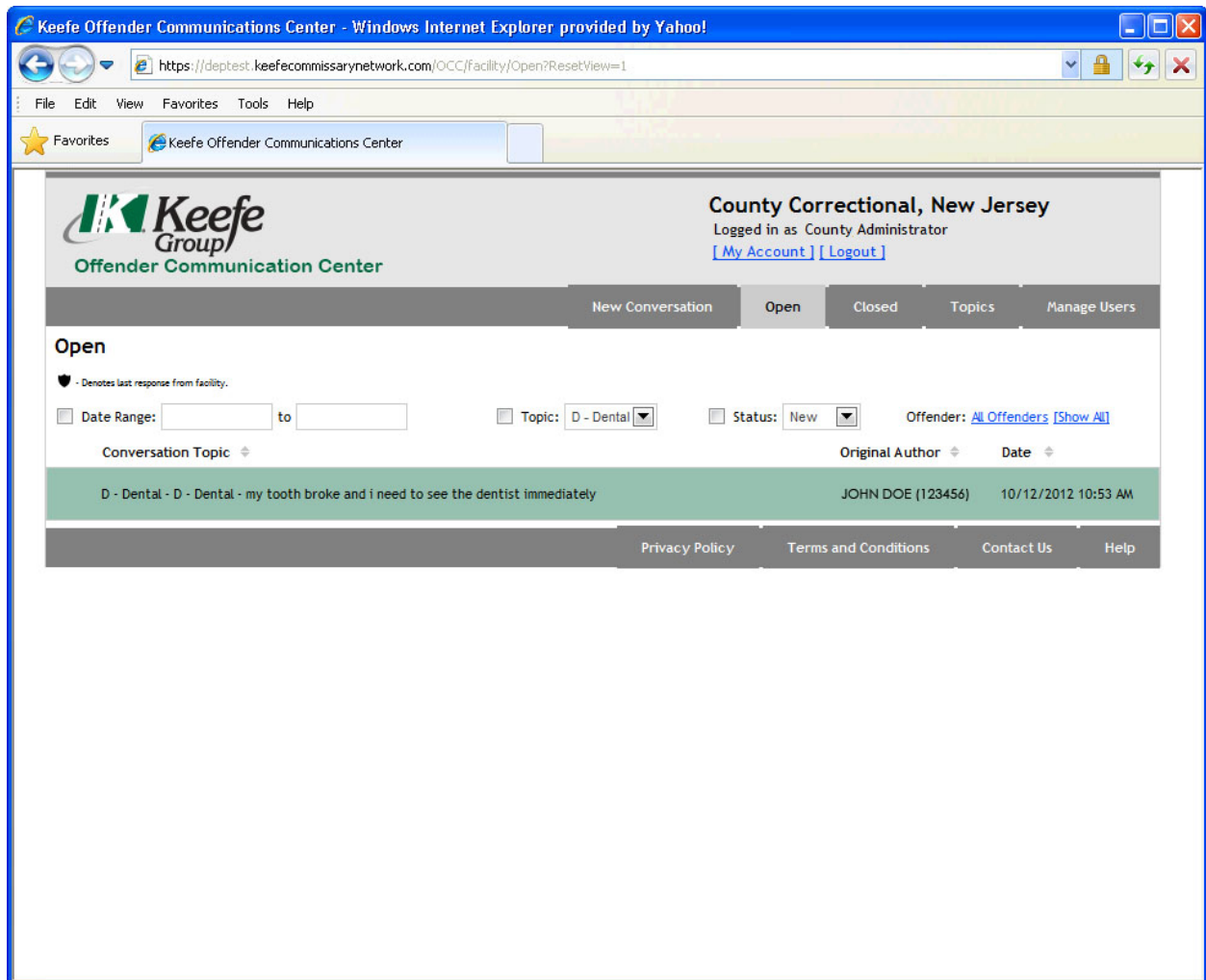
- the **User's Name** at the top of the page,
- the group to which the user belongs (i.e., group, medical, grievance) below that,
- a link to the user's account [**My Account**],
- a **Logout** link,
- a tool bar for navigating through the system's functions,
- and a window that displays all of the user's incoming messages.

Options available at the top row main window tool bar are:

- New Conversation
- Open [an existing conversation]
- Closed view closed conversations]
- Topics [creating and editing topics]
- Manage Users [change facility user details]

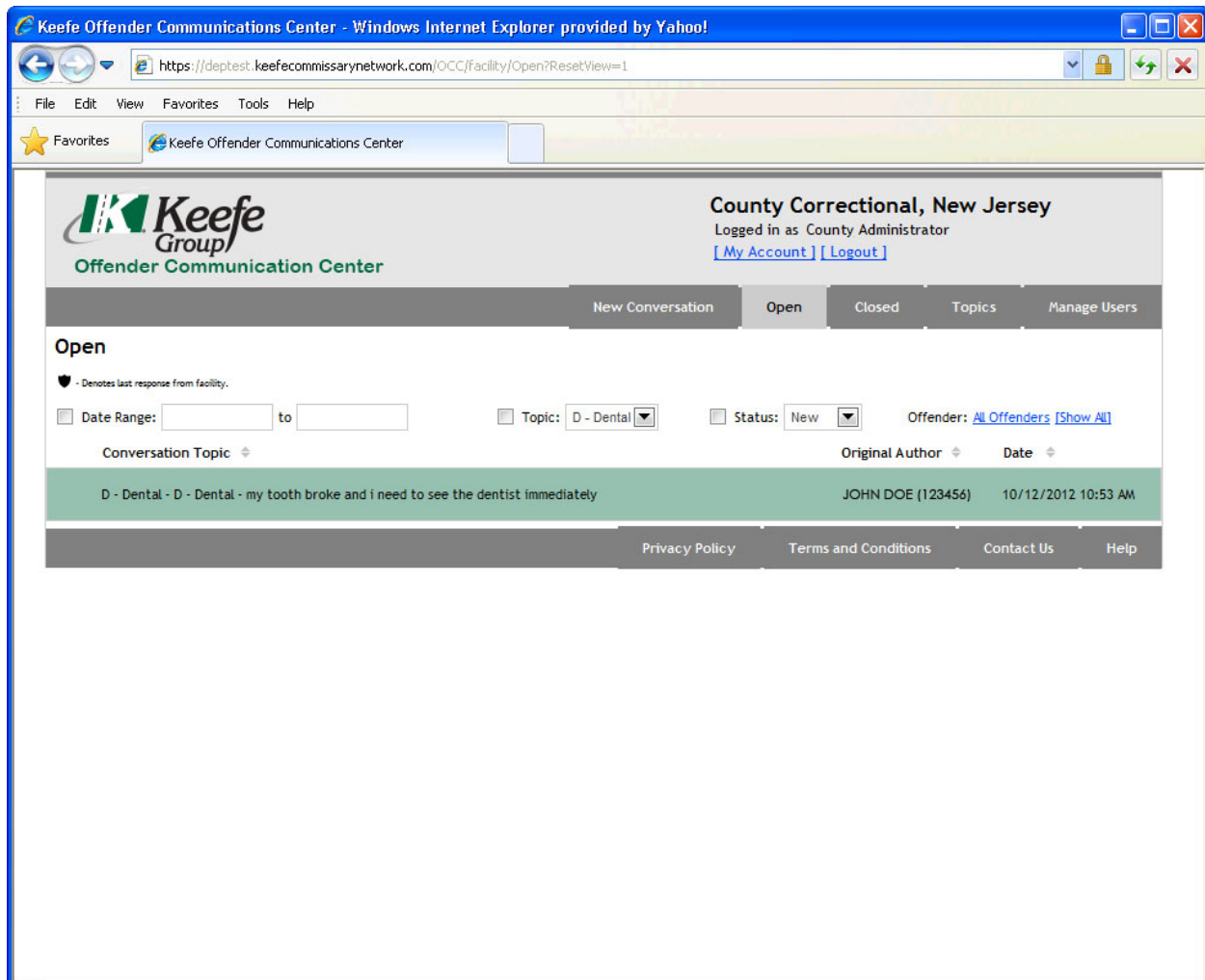


WORKING IN OPEN CONVERSATIONS



1. At the **Open Conversations** page, access the function you wish to use by clicking on either **New Conversation**, **Open**, **Closed**, **Topics**, or **Manage Users** located at the top menu bar.
2. Click the **Logout** link at the top of the page to exit the program.
3. To read a new message, double click on the message to open it.

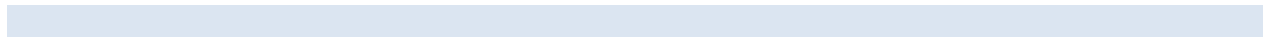
OPENING AN EXISTING CONVERSATION



When you log in to the Keefe Group Offender Communication Center, you are automatically defaulted to the **Open Conversations** page. To review existing conversations:

Click the **Date Range** box.

1. Enter a beginning date.
2. Tab over and enter an ending date.
3. Click the **Topic** button to filter search by topic.
4. Use the drop down arrow box to select the preset topics.
5. Click the **Status** box to filter search by conversation status: New, Read, Replied.

6. Click **All Offenders** [to view all offender conversations].
 7. Click **Show All** to view all conversations. All conversations are displayed in the window.
 8. Use the scroll bar to locate the appropriate conversation.
 9. Double click on the conversation to open for review.
- 

STARTING A NEW CONVERSATION

Facility users can initiate a new conversation with an offender by clicking **New Conversation** on the top row tool bar of the **Open** or **Closed Conversation** pages. Inmates are contacted by their inmate ID number or name.

The screenshot shows a web browser window titled "Keefe Offender Communications Center - Windows Internet Explorer provided by Yahoo!". The address bar shows the URL: <https://deptest.keefecommissarynetwork.com/OCC/facility/Open?ResetView=1>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. A Favorites bar shows the "Keefe Offender Communications Center" link.

The application header features the Keefe Group logo and the text "Offender Communication Center". On the right, it says "County Correctional, New Jersey", "Logged in as County Administrator", and provides links for "[My Account]" and "[Logout]".

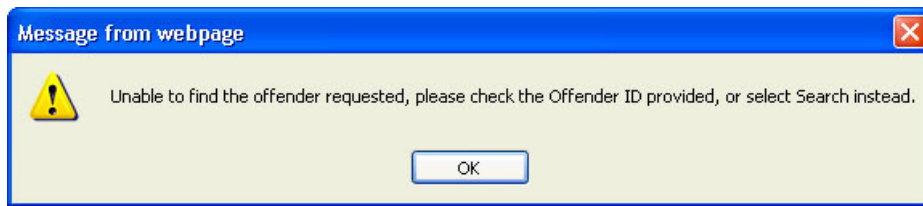
A navigation bar contains the following tabs: "New Conversation" (selected), "Open", "Closed", "Topics", and "Manage Users".

The "New Conversation" section contains the following form fields and controls:

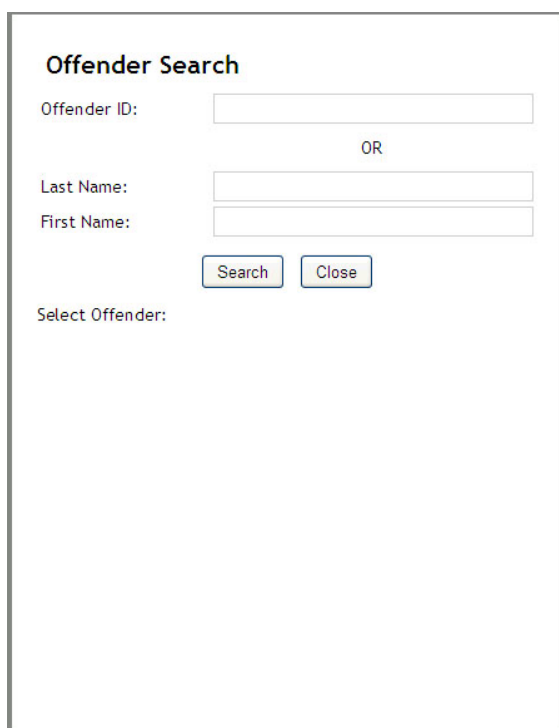
- Offender ID:** A text input field with a "Lookup" button and a "Search for Offender" button.
- Offender Name:** A label with the text "No Offender Selected".
- Conversation Topic:** A dropdown menu currently showing "D - Dental".
- Conversation Subject:** A text input field.
- Close Conversation on Sent:** A checkbox.
- Message:** A large text area for composing the message.
- Create New Conversation:** A button at the bottom right of the form.

The footer contains links for "Privacy Policy", "Terms and Conditions", "Contact Us", and "Help".

1. To start a conversation, locate the offender's ID number.
2. If you have the offender's ID number, enter the number and click the Lookup button. If the offender ID is entered in error, a message will prompt:



3. Click **OK**.
4. Click the **Search for Offender** button. The **Offender Search** window opens.

A screenshot of the "Offender Search" window. The title "Offender Search" is at the top left. Below it, there are three input fields: "Offender ID:" followed by a text box, then the word "OR" centered, then "Last Name:" followed by a text box, and "First Name:" followed by a text box. Below these fields are two buttons: "Search" and "Close". At the bottom of the window, there is a label "Select Offender:" followed by a large, empty rectangular area for a list of results.

5. Enter the last and first name of the offender.
6. Click the **Search** button. A list of offenders is displayed.
7. Double click on the offender's name to select the correct one.
8. Use the drop down arrow button to select the **Conversation Topic**.

NOTE: Users can select only those topics for which they are authorized.

7. Create and type in the **Conversation Subject**. If no subject is entered, then the **Conversation Topic** is used for the subject.

8. Click the arrow box to select **Close Conversation on Sent**, and the message will be closed and unavailable to receive a response.

9. Type in your message.

NOTE: Facility users can elect to have the conversation closed immediately once sent, allowing for one way communication.

10. Click the **Create New Conversation** button. Your message is sent.



CLOSED CONVERSATIONS

Keefe Offender Communications Center - Windows Internet Explorer provided by Yahoo!

https://deptest.keefecommissarynetwork.com/OCC/facility/Open?ResetView=1

File Edit View Favorites Tools Help

★ Favorites Keefe Offender Communications Center

Keefe Group
Offender Communication Center

County Correctional, New Jersey
Logged in as County Administrator
[\[My Account \]](#) [\[Logout \]](#)

New Conversation Open **Closed** Topics Manage Users

Closed

♥ - Denotes last response from facility.

Date Range: 10/15/2012 to 10/15/2012 ☐ Topic: D - Dental ☐ Status: New Offender: [All Offenders](#) [\[Show All \]](#)

| Conversation Topic | Original Author | Date |
|--|-----------------------|--------------------|
| D - Dental - very bad toothache - . | ROGER JONES (234567) | 10/15/2012 5:42 AM |
| D - Dental - D - Dental - . | STEVE CARSON (245678) | 10/15/2012 5:42 AM |
| D - Dental - bad toothache bleeding alot - . | SCOTT ROSS (213456) | 10/15/2012 5:42 AM |
| D - Dental - D - Dental - . | LON HILL (267849) | 10/15/2012 5:41 AM |
| D - Dental - D - Dental - . | WILMA MORRIS (211456) | 10/15/2012 5:41 AM |
| D - Dental - D - Dental - please submit a proper request | HAL BROWN (288900) | 10/15/2012 5:40 AM |
| D - Dental - D - Dental - removed per request | HARRY JONES (211098) | 10/15/2012 5:40 AM |

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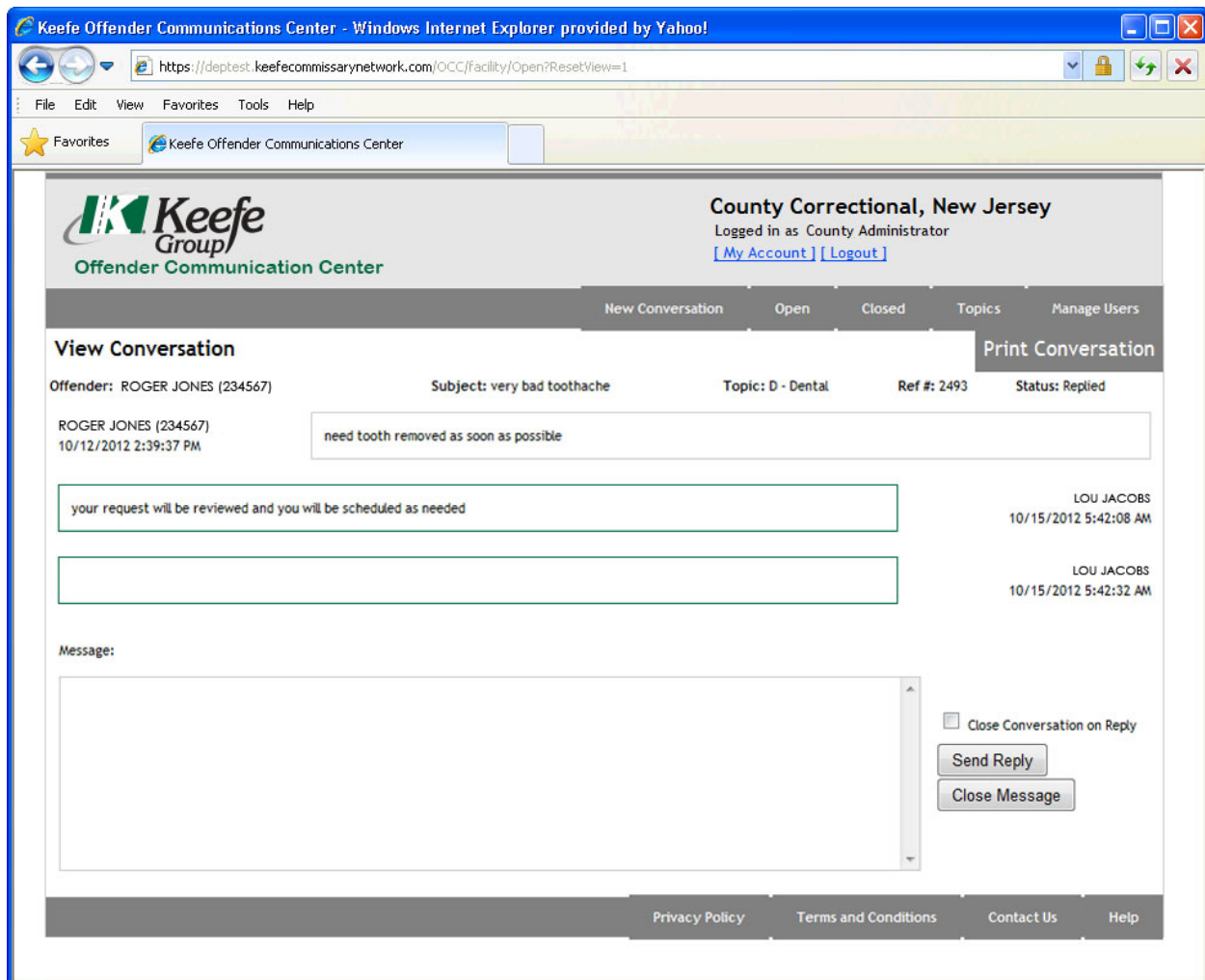
When a conversation is closed, either by the facility user or offender, the conversation is moved to the **Closed Conversations** page.

Closed conversations cannot be replied to by offenders; however, closed conversations can be replied to by facility users. Once a facility user replies to a closed conversation, that conversation reopens.

By default, only conversations closed within the last 30 days can be displayed; however, a facility may opt to configure this feature.

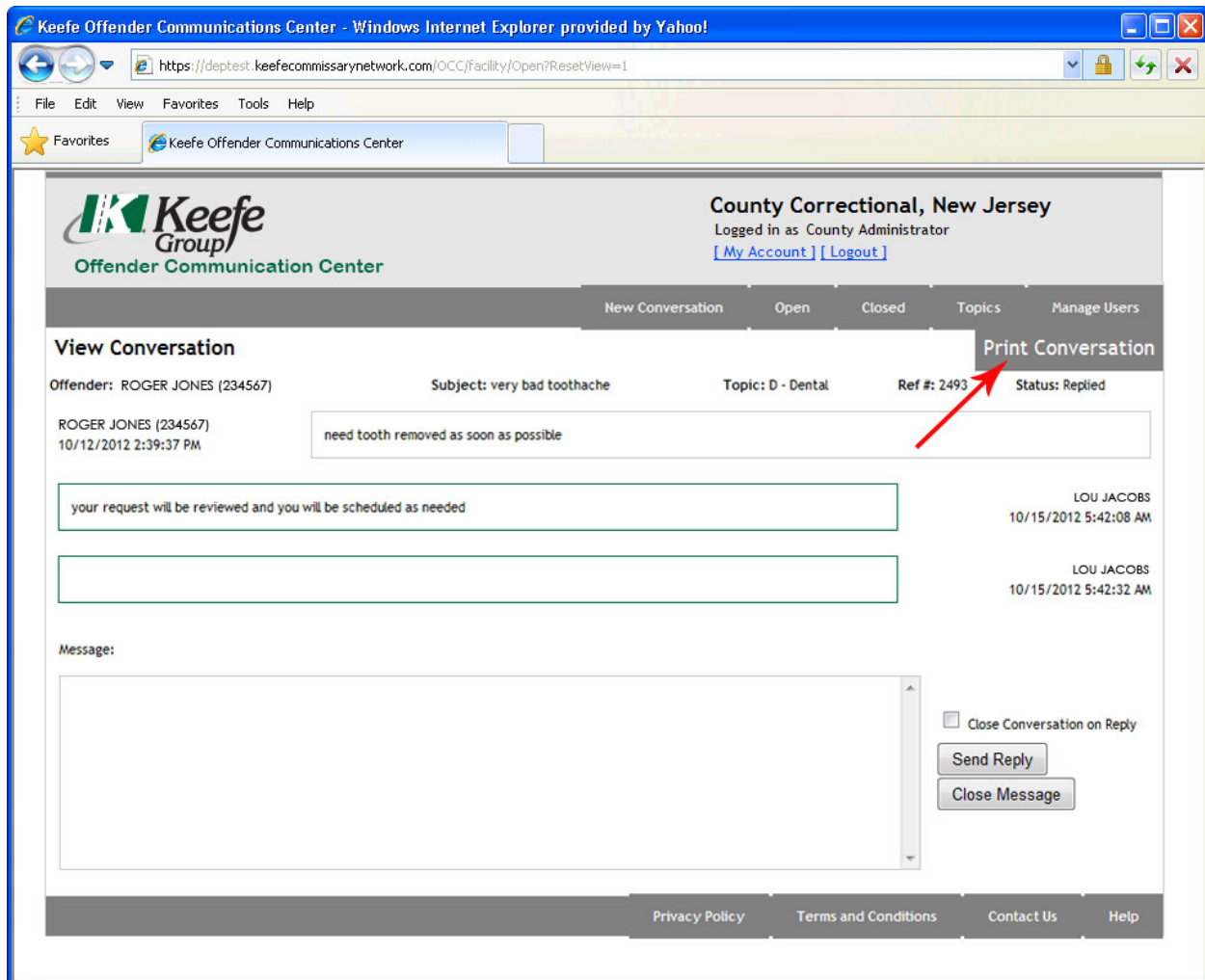
Closed conversations can be filtered by date range, topic, and offender, and all columns can be sorted. The Default sort order is by **Sent Date/Time** of the most recent message.

1. From the tool bar at the top of the page, click **Closed**.
2. At the **Closed** page, select the desired conversation and double click on the text.
3. The **View Conversation** page opens to the selected conversation.



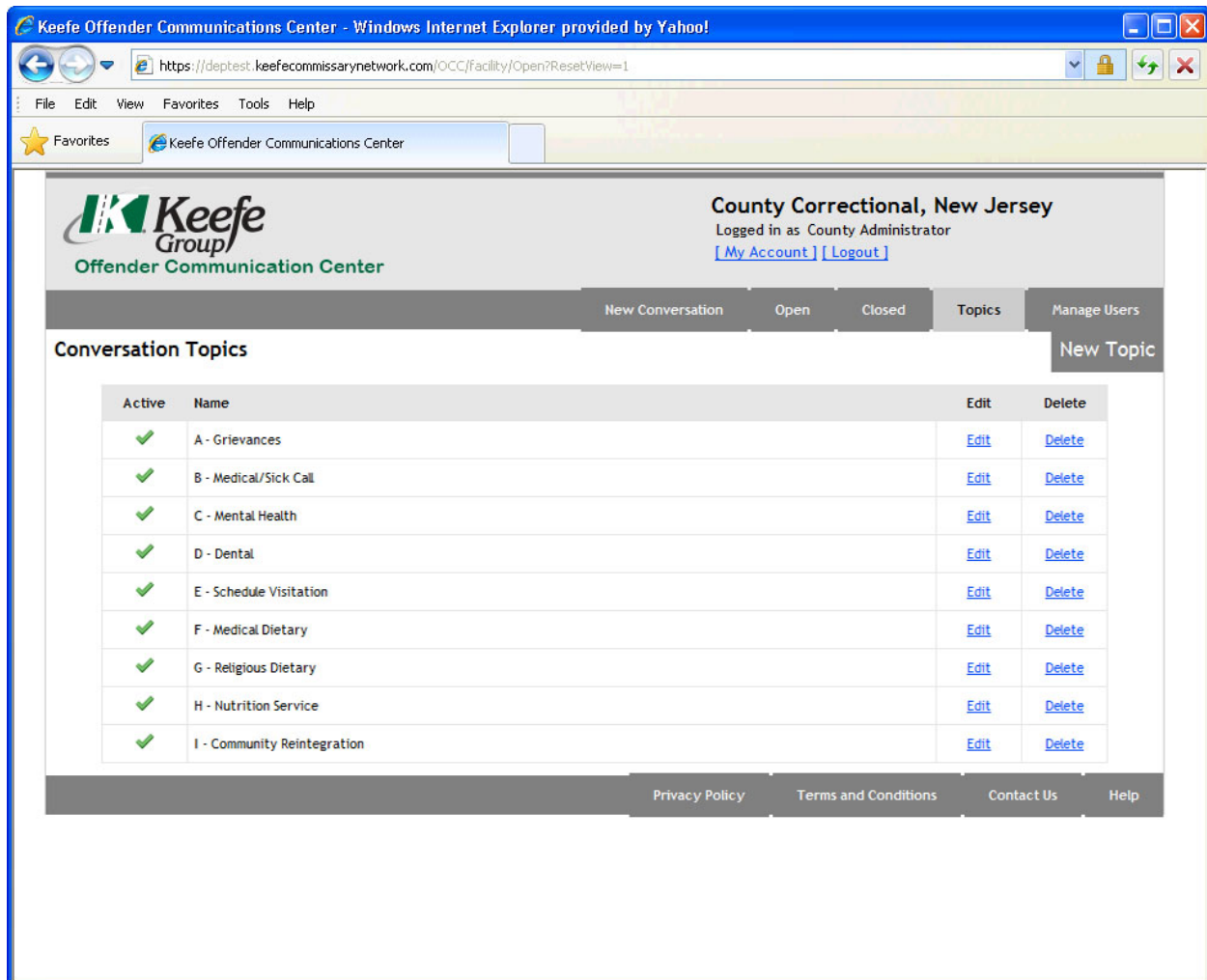
4. Type a message.
5. Click the **Closed Conversation on Reply** box if you do not want a response.
6. Click **Send Reply** button.
7. Click **Close Message** button.

PRINTING A CONVERSATION



1. From the tool bar at the top of the **View Conversation** page, click **Print Conversation**. The **Print** dialogue window opens.
2. Click the **Print** button at the bottom of the Print dialogue box. The entire inmate conversation is printed.

ABOUT CONVERSATION TOPICS

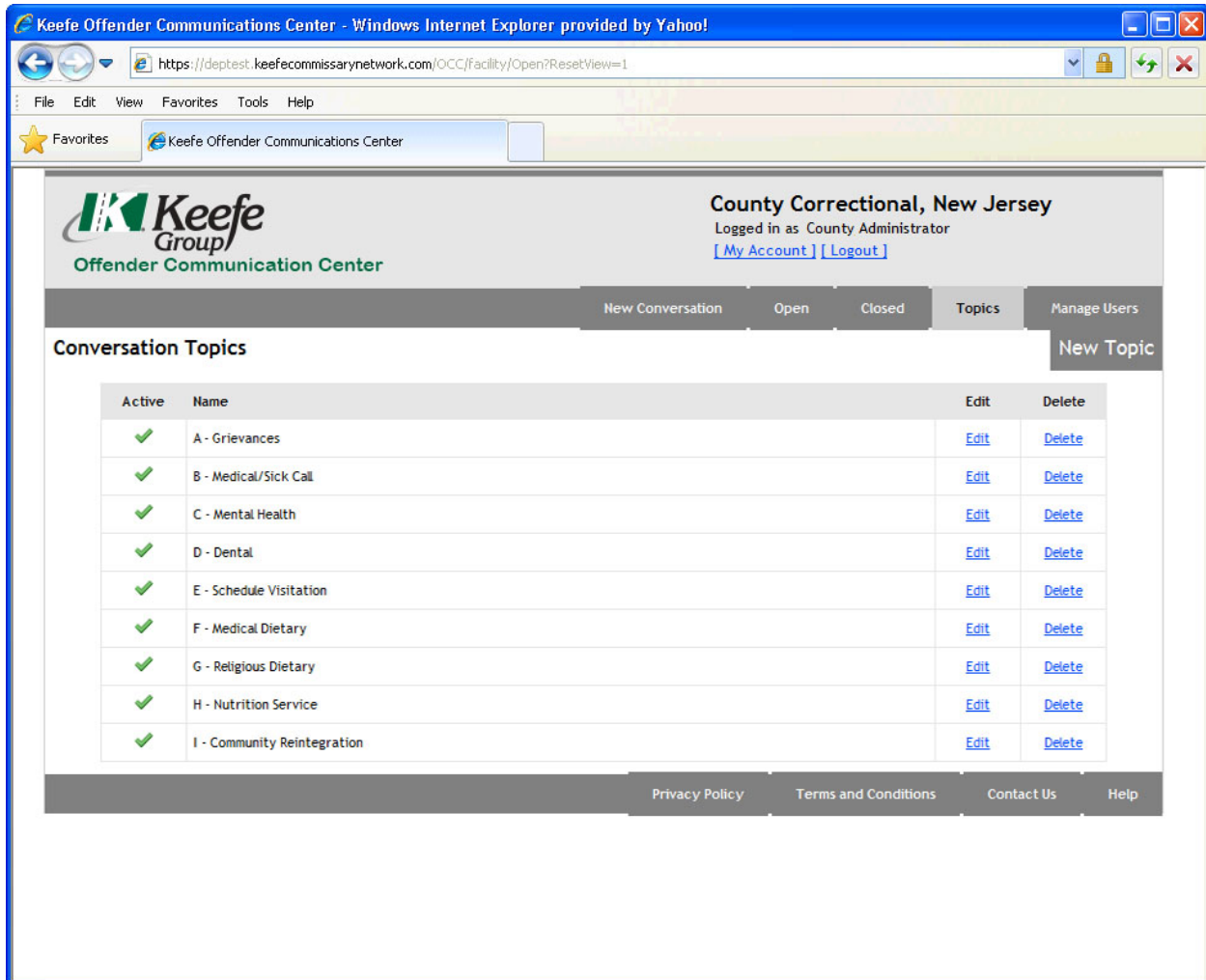


The **Conversation Topics** feature allows users to organize conversations into topics related to the facility's setup. For example, a facility may want to arrange its conversations according to requests for services such as:

- Dental,
- Medical
- Grievances, etc.

These preset topics can then be selected from drop down menu boxes throughout the software system.

ADDING CONVERSATION TOPICS



The screenshot shows a web browser window titled "Keefe Offender Communications Center - Windows Internet Explorer provided by Yahoo!". The address bar displays the URL: <https://deptest.keefecommissarynetwork.com/OCC/facility/Open?ResetView=1>. The page header includes the Keefe Group logo and the text "Offender Communication Center". On the right, it says "County Correctional, New Jersey", "Logged in as County Administrator", and links for "[My Account]" and "[Logout]".

The main navigation bar contains the following tabs: "New Conversation", "Open", "Closed", "Topics", and "Manage Users". The "Topics" tab is currently selected.

Below the navigation bar, the "Conversation Topics" section is displayed. It includes a "New Topic" button. A table lists the following topics:

| Active | Name | Edit | Delete |
|--------|-----------------------------|----------------------|------------------------|
| ✓ | A - Grievances | Edit | Delete |
| ✓ | B - Medical/Sick Call | Edit | Delete |
| ✓ | C - Mental Health | Edit | Delete |
| ✓ | D - Dental | Edit | Delete |
| ✓ | E - Schedule Visitation | Edit | Delete |
| ✓ | F - Medical Dietary | Edit | Delete |
| ✓ | G - Religious Dietary | Edit | Delete |
| ✓ | H - Nutrition Service | Edit | Delete |
| ✓ | I - Community Reintegration | Edit | Delete |

The footer contains links for "Privacy Policy", "Terms and Conditions", "Contact Us", and "Help".

1. To create a new conversation topic, click on **Topics** from the top row menu bar of the **Open Conversations** page.
2. Click on **New Topic** at the top menu bar. The **Add New Topic** page opens.

Keefe Offender Communications Center - Windows Internet Explorer provided by Yahoo!

https://deptest.keefecommissarynetwork.com/OCC/facility/Open?ResetView=1

File Edit View Favorites Tools Help

Keefe Offender Communications Center

Keefe Group
Offender Communication Center

County Correctional, New Jersey
Logged in as County Administrator
[\[My Account \]](#) [\[Logout \]](#)

New Conversation Open Closed **Topics** Manage Users

Add New Topic

Name:

☐ Topic Active

Groups:

| Group Name |
|--|
| <input type="checkbox"/> Administrator |
| <input type="checkbox"/> OCC Admin |
| <input type="checkbox"/> Grievance |
| <input type="checkbox"/> Nutrition Service |
| <input type="checkbox"/> Medical / Sick Call |
| <input type="checkbox"/> Visitation Service |
| <input type="checkbox"/> Dental |
| <input type="checkbox"/> Dietary / Medical |
| <input type="checkbox"/> Dietary / Religious |
| <input type="checkbox"/> Community Reintegration |
| <input type="checkbox"/> Mental Health |

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3. Enter a name for the new topic (i.e. Dental, Pharmacy, etc.).
4. Click on the **Topic Active** box to activate the topic so that it will be displayed in the software.
5. To give permission for a group to use the topic, click in the box(es) next to the groups who will be authorized to access the topic.
6. Click the **Add New Topic** button.
7. Your new topic is added.

EDITING A CONVERSATION TOPIC

Keefe Offender Communications Center - Windows Internet Explorer provided by Yahoo!

https://deptest.keefecommissarynetwork.com/OCC/facility/Open?ResetView=1

File Edit View Favorites Tools Help

Keefe Offender Communications Center

Keefe Group
Offender Communication Center

County Correctional, New Jersey
Logged in as County Administrator
[\[My Account \]](#) [\[Logout \]](#)

New Conversation Open Closed **Topics** Manage Users

Edit Existing Topic

Name:
A - Grievances

☒ Topic Active

Groups:

| Group Name |
|--|
| <input type="checkbox"/> Administrator |
| <input type="checkbox"/> OCC Admin |
| <input checked="" type="checkbox"/> Grievance |
| <input type="checkbox"/> Nutrition Service |
| <input type="checkbox"/> Medical / Sick Call |
| <input type="checkbox"/> Visitation Service |
| <input type="checkbox"/> Dental |
| <input type="checkbox"/> Dietary / Medical |
| <input type="checkbox"/> Dietary / Religious |
| <input type="checkbox"/> Community Reintegration |
| <input type="checkbox"/> Mental Health |

Edit Existing Topic

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1. To edit an existing conversation topic, click on **Topics** from the top row menu bar at the Offender Communication Center main page. The **Conversations Topics** page opens displaying all topics available to users in the system.
2. Click on the **Edit** link in the column next to the topic you wish to edit. The **Edit Existing Topic** page opens.

Edits you can make:

3. Click on the **Topic Active** box to activate or deactivate the topic.
4. Click in the box(es) next to the groups to modify permissions for a group to use the topic.
5. Click the **Edit Existing Topic** button. Your modifications are applied.

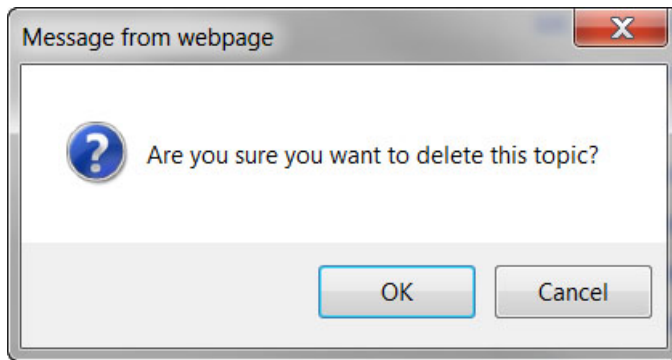
DELETING A CONVERSATION TOPIC

The screenshot shows a web browser window titled "Keefe Offender Communications Center - Windows Internet Explorer provided by Yahoo!". The address bar shows the URL: <https://deptest.keefecommissarynetwork.com/OCC/facility/Open?ResetView=1>. The page header includes the Keefe Group logo and "Offender Communication Center". The user is logged in as "County Administrator" for "County Correctional, New Jersey". The top navigation bar has tabs: "New Conversation", "Open", "Closed", "Topics", and "Manage Users". The "Topics" tab is selected, and a "New Topic" button is visible. The main content area is titled "Conversation Topics" and contains a table with the following data:

| Active | Name | Edit | Delete |
|--------|-----------------------------|----------------------|------------------------|
| ✓ | A - Grievances | Edit | Delete |
| ✓ | B - Medical/Sick Call | Edit | Delete |
| ✓ | C - Mental Health | Edit | Delete |
| ✓ | D - Dental | Edit | Delete |
| ✓ | E - Schedule Visitation | Edit | Delete |
| ✓ | F - Medical Dietary | Edit | Delete |
| ✓ | G - Religious Dietary | Edit | Delete |
| ✓ | H - Nutrition Service | Edit | Delete |
| ✓ | I - Community Reintegration | Edit | Delete |

The footer contains links for "Privacy Policy", "Terms and Conditions", "Contact Us", and "Help".

1. To delete an existing conversation topic, click on **Topics** from the top row menu bar at the **Open Conversations** main page. The **Conversations Topics** page opens displaying all topics available to users in the system.
2. Click on the **Delete** link in the column next to the topic you wish to delete.

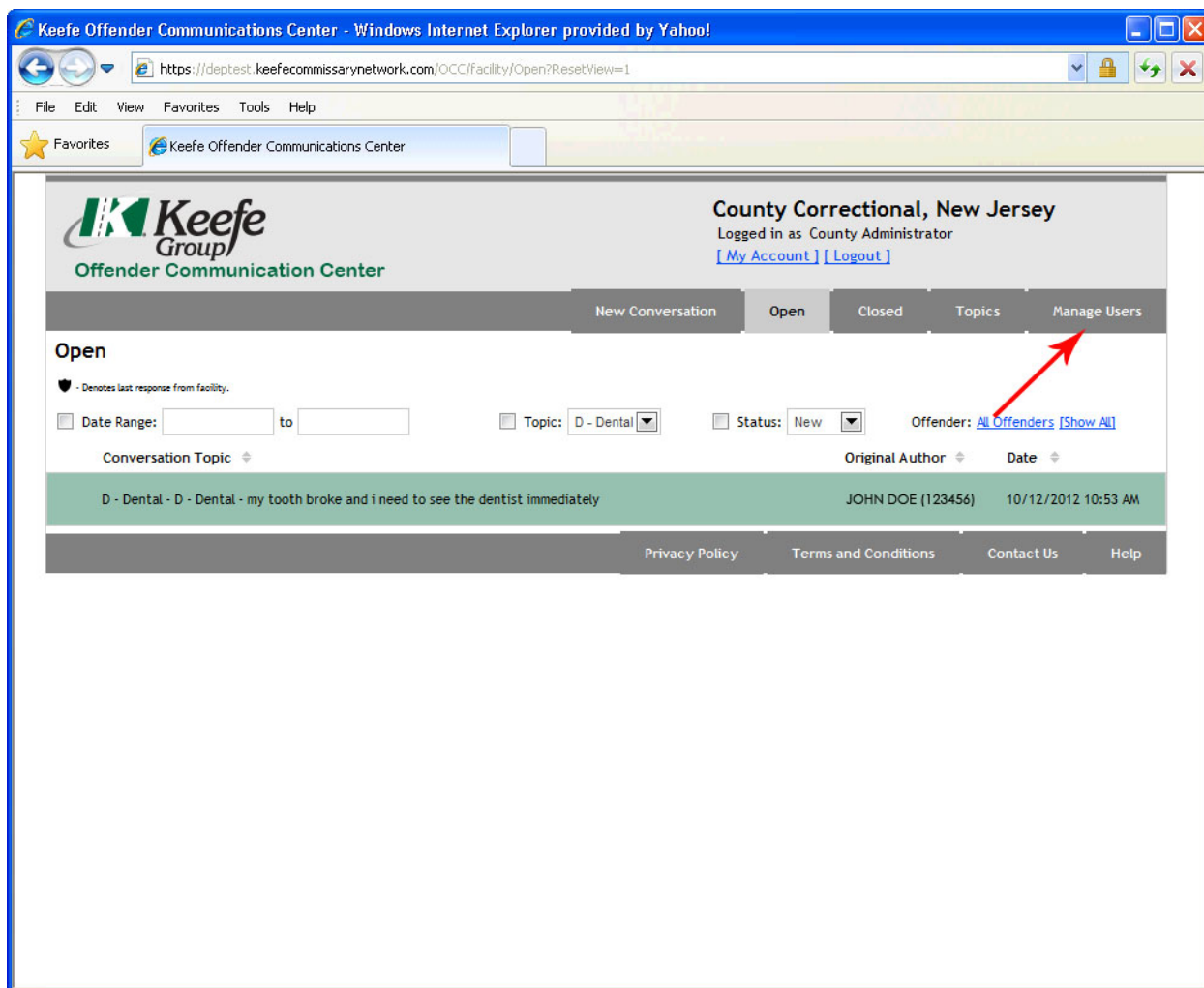


3. You are prompted to complete the deletion by selecting **OK** or cancelling the deletion attempt by selecting **Cancel**.
4. Click the **OK** button, and the topic is deleted.
5. Click the **Cancel** button and the topic remains.

MANAGING AN INDIVIDUAL USER ACCOUNT

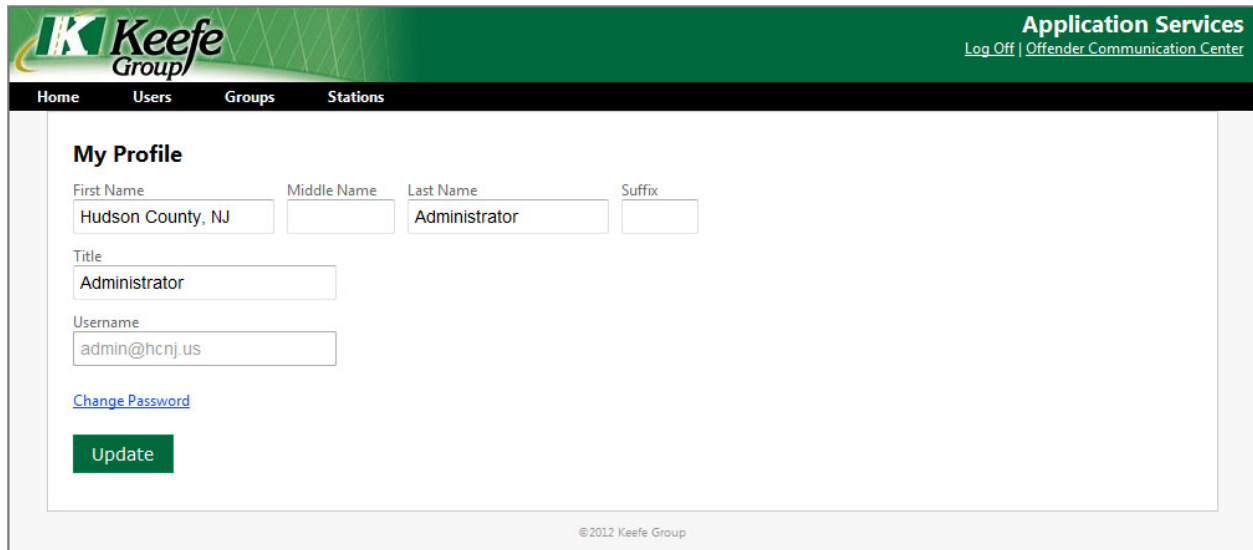
A user can easily manage his or her account in the Offender Communications Center.

1. To change your own name, title, user name, or password, click on the **Manage Users** link from the top menu bar of the **Offender Communication Center** home page. The **Application Services Window** to the user's profile.



2. From **My Profile** window, enter or modify your name, title, and/or username.
3. Click the **Update** button to save changes.
4. To change your password, click the **Change Password** link at the bottom of the window.
5. Enter the current password.
6. Tab down and enter the new password.

7. Tab down and re-enter the new password.
8. Click the **Change Password** button to save the changes.
9. Click the **Cancel** link next to the button to stop the password change.



The screenshot shows the 'My Profile' page of the Keefe Group Application Services. The page has a green header with the Keefe Group logo on the left and 'Application Services' on the right, with links for 'Log Off' and 'Offender Communication Center'. Below the header is a black navigation bar with links for 'Home', 'Users', 'Groups', and 'Stations'. The main content area is titled 'My Profile' and contains several input fields: 'First Name' (Hudson County, NJ), 'Middle Name' (empty), 'Last Name' (Administrator), 'Suffix' (empty), 'Title' (Administrator), and 'Username' (admin@hcnj.us). There is a blue link for 'Change Password' and a green 'Update' button. The footer of the page contains the copyright notice '© 2012 Keefe Group'.

Keefe Group

Application Services
[Log Off](#) | [Offender Communication Center](#)

Home Users Groups Stations

My Profile

First Name Middle Name Last Name Suffix

Hudson County, NJ Administrator

Title

Administrator

Username

admin@hcnj.us

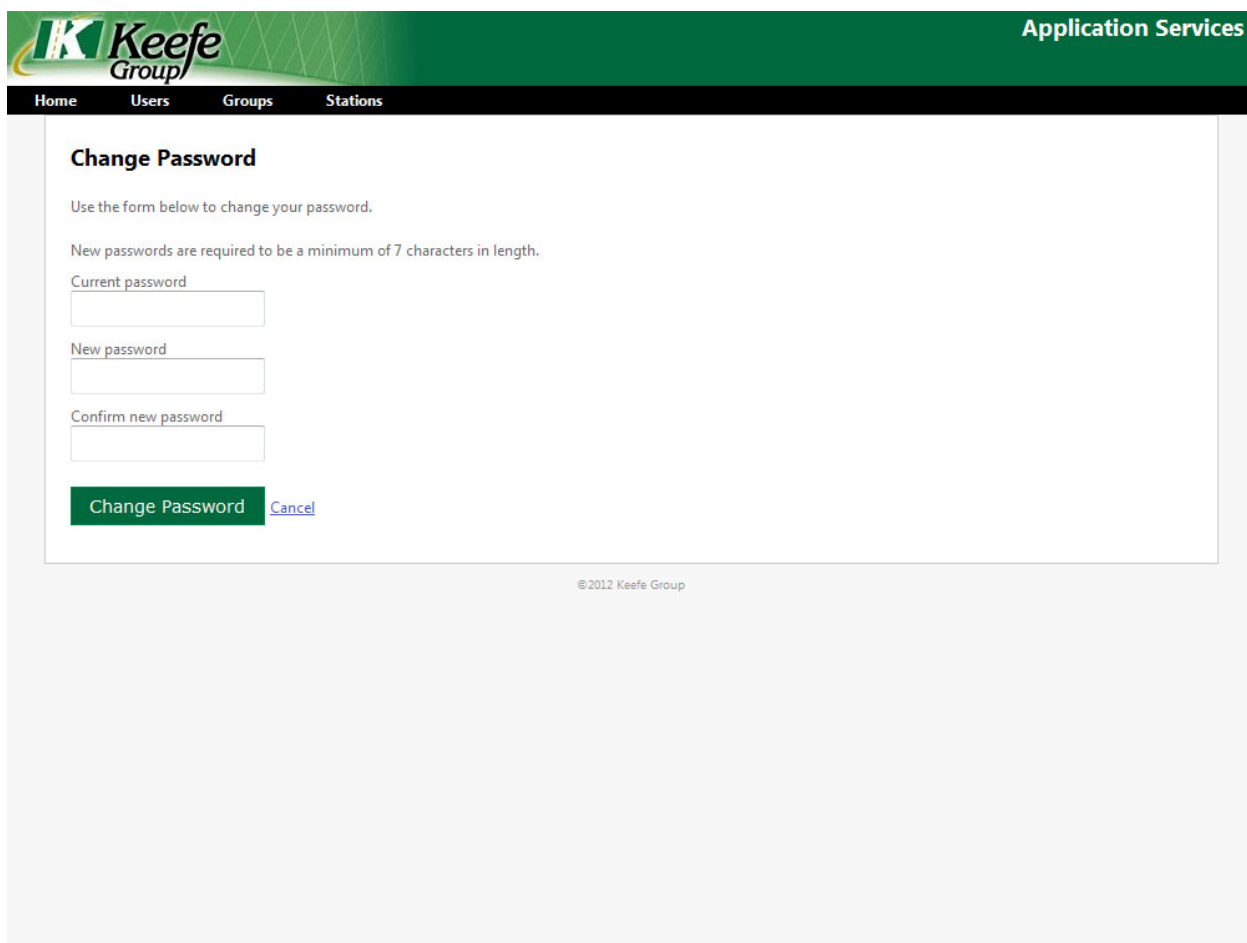
[Change Password](#)

Update

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CHANGING PASSWORDS

1. To change a facility user password, click on the **Home** link at the top of the main page.
2. Click on the **Change Password** link.
3. At the **Change Password** page, enter current password.
4. Tab down and enter new password.
5. Tab down and re-enter new password for confirmation.
6. Click the **Change Password** button to accept the change.
7. Click the **Cancel** link to cancel changes.



The screenshot shows the 'Change Password' page of the Keefe Group Application Services. The page has a green header with the Keefe Group logo on the left and 'Application Services' on the right. Below the header is a black navigation bar with links for 'Home', 'Users', 'Groups', and 'Stations'. The main content area is white and contains the following text and form elements:

Change Password

Use the form below to change your password.

New passwords are required to be a minimum of 7 characters in length.

Current password

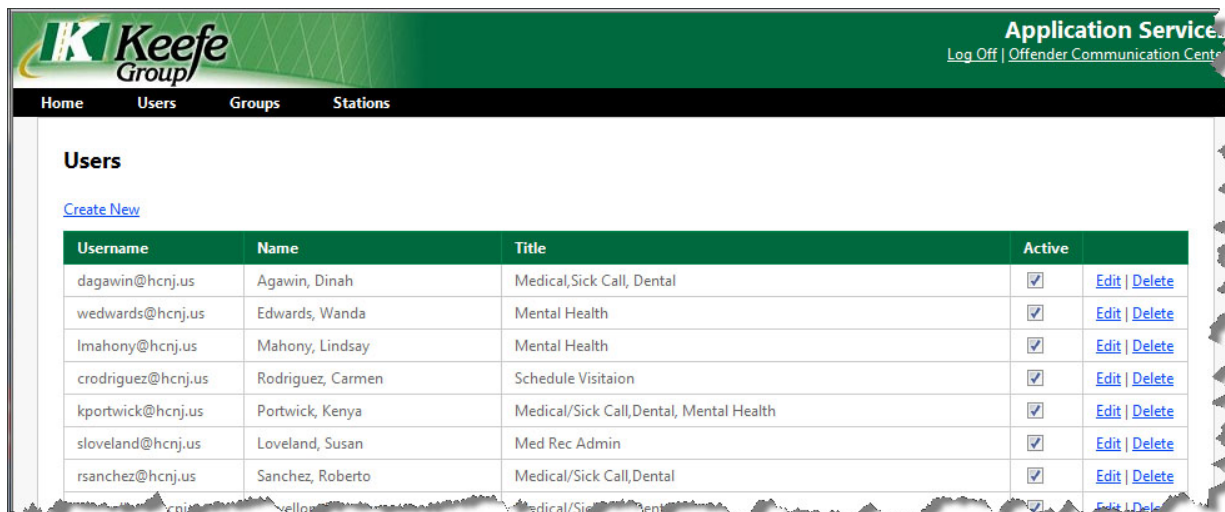
New password

Confirm new password

Change Password [Cancel](#)

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ADMINISTRATOR MANAGEMENT OF USERS



| Username | Name | Title | Active | |
|--------------------|-------------------|--|-------------------------------------|---|
| dagawin@hcnj.us | Agawin, Dinah | Medical/Sick Call, Dental | <input checked="" type="checkbox"/> | Edit Delete |
| wedwards@hcnj.us | Edwards, Wanda | Mental Health | <input checked="" type="checkbox"/> | Edit Delete |
| lmahony@hcnj.us | Mahony, Lindsay | Mental Health | <input checked="" type="checkbox"/> | Edit Delete |
| crodriguez@hcnj.us | Rodriguez, Carmen | Schedule Visitation | <input checked="" type="checkbox"/> | Edit Delete |
| kportwick@hcnj.us | Portwick, Kenya | Medical/Sick Call, Dental, Mental Health | <input checked="" type="checkbox"/> | Edit Delete |
| sloveland@hcnj.us | Loveland, Susan | Med Rec Admin | <input checked="" type="checkbox"/> | Edit Delete |
| rsanchez@hcnj.us | Sanchez, Roberto | Medical/Sick Call, Dental | <input checked="" type="checkbox"/> | Edit Delete |

System Administrators can manage **facility user accounts** in the **Application Services** section of the Offender Communications Center.

- New users can be added.
 - Existing users can be edited or deleted.
1. To manage system users, click on the **Manage Users** link from the top menu bar of the **Offender Communication Center** home page. The **Application Services** page open.
 2. Click on the **Users** link in the top row menu bar.
 3. The **Users** page opens, listing all system users.

Adding a New User


1. To add a new user, click the **Create New** link. The **Add User** page opens.
2. Under the **Profile** tab, enter the user's name and title.
3. Assign a user name and password. (The user can change this password later.)
4. Tab down and re-enter the password to confirm.
5. Click the **Is Active** box to activate the user.

The screenshot shows the 'Add User' form in the Keefe Group Application Services interface. The header includes the Keefe Group logo and 'Application Services' with links for 'Log Off' and 'Offender Communication Center'. A navigation bar contains 'Home', 'Users', 'Groups', and 'Stations'. The form has two tabs: 'Profile' (selected) and 'Groups'. Under the 'Profile' tab, there are input fields for 'First Name', 'Middle Name', 'Last Name', 'Suffix', and 'Title'. Below these is a 'Logon Credentials' section with fields for 'Username' (containing '@hcnj.us'), 'Password', and 'Confirm Password'. There is also a checkbox labeled 'Is Active'. At the bottom of the form is a green 'Add' button and a blue 'Back to List' link. The footer shows '©2012 Keefe Group'.

6. Click on the **Groups** tab.
7. Add the user to a specific group by clicking to highlight that group from The **Available** column and then clicking the **Add** button between the columns to move this group to the **Authorized** column.
8. Click the **Add** button at the bottom of the page to save the user to the system.

Editing Users

1. To edit a user, click on the **Edit** link to the right of the user name and description. The **Edit User Group** window opens.
2. Change any information under the **Details** tab and/or the **Authorizations** tab.
3. Click the **Update** button to save edits.



Application Services

[Home](#) [Users](#) [Groups](#) [Stations](#)

Edit User

[Profile](#) [Groups](#)

Available

Administrator
OCC Admin
Grievance
Nutrition Service
Visitation Service
Dietary / Medical
Dietary / Religious
Community Reintegration
Mental Health

Add >>

<< Remove

Authorized

Medical / Sick Call
Dental

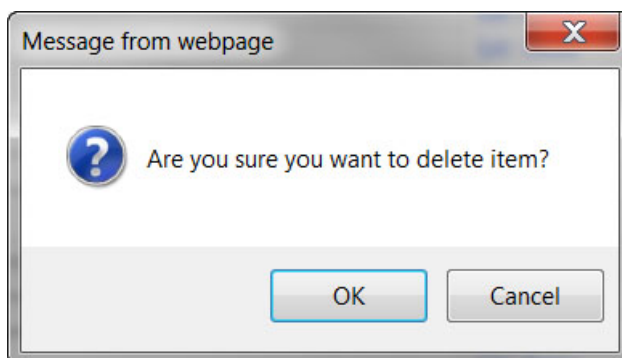
Update

[Back to List](#)

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Deleting Users

1. To delete a user, click on the **Delete** link to the right of the group name and description.
2. You are prompted to click **OK** to delete or **Cancel** if you do not wish to delete.



ADMINISTRATOR MANAGEMENT OF GROUPS

System Administrators can manage facility groups from the **Application Services** window of the Offender Communications Center.

- New user groups can be added.
- Existing user groups can be edited or deleted.

Creating and Authorizing Groups

The screenshot displays the 'Application Services' window of the Keefe Group system. The top navigation bar includes 'Home', 'Users', 'Groups', and 'Stations'. The main content area is titled 'Add User Group' and features two tabs: 'Details' (selected) and 'Authorizations'. Under the 'Details' tab, there are input fields for 'Name' and 'Description'. A green 'Create' button is located below the input fields, and a blue 'Back to List' link is positioned at the bottom left. The footer of the window shows the copyright notice '©2012 Keefe Group'.

1. To manage system groups, click on the **Manage Users** link from the top menu bar of the **Offender Communication Center** home page. The **Application Services** window opens.
2. Click on the **Groups** link in the top row menu bar. The User Group window opens, displaying all available groups by name and description.

Keefe Group Application Services

Home Users Groups Stations

User Groups

[Create New](#)

| Name | Description | |
|-------------------------|-------------------------------|---|
| Administrator | Full Access | Edit Delete |
| OCC Admin | OCC Admin | Edit Delete |
| Grievance | Grievance Group | Edit Delete |
| Nutrition Service | Nutrition Service Group | Edit Delete |
| Medical / Sick Call | Medical / Sick Call Group | Edit Delete |
| Visitation Service | Visitation Service Group | Edit Delete |
| Dental | Dental Group | Edit Delete |
| Dietary / Medical | Medical Dietary Group | Edit Delete |
| Dietary / Religious | Religious Dietary Group | Edit Delete |
| Community Reintegration | Community Reintegration Group | Edit Delete |
| Mental Health | Mental Health Group | Edit Delete |

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1. To create a new group, click the **Create New** link. The **Add User Group** window opens.
2. Under the **Details** tab, enter a name and description for the new group.
3. Click on the **Authorizations** tab.
4. Assign authorizations by clicking to highlight the preset authorization from the **Available** window and then clicking the **Add** button to add these selections to the **Authorized** window.

Application Services

Home Users Groups Stations

Add User Group

Details Authorizations

Available

- Application Services: Station - Set
- Application Services Administration: Access Security Administration Application
- Application Services Administration: Application - List
- Application Services Administration: Application - Create
- Application Services Administration: Application - Edit
- Application Services Administration: Application - Delete
- Application Services Administration: Agency - List
- Application Services Administration: Agency - Create
- Application Services Administration: Agency - Edit
- Application Services Administration: Agency - Delete
- Offender Communication Center: Access Offender Communication Center
- Offender Communication Center: Manage Topics

Add Remove

Authorized

Create

[Back to List](#)

© 2012 Keefe Group

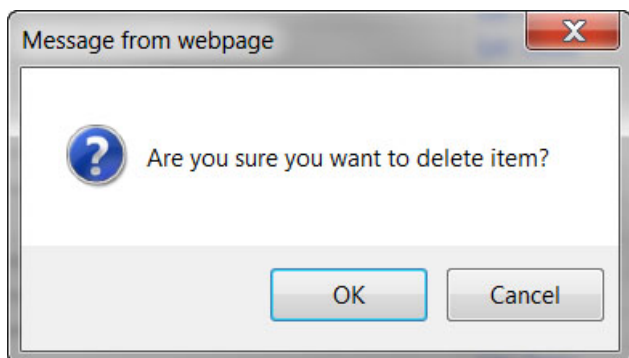
- Once all authorizations are assigned, click the **Create** button at the bottom of the window. The new group is created.
- Click the **Back to list** link to exit the Group management window without making changes.

Editing and Deleting Groups

- To edit a group, click on the **Edit** link to the right of the group name and description. The **Edit User Group** window opens.
- Change any information under the **Details** tab and/or the **Authorizations** tab.
- Click the **Update** button to save edits.

The screenshot shows the 'Edit User Group' page in a web application. At the top, there is a green header with the 'Keefe Group' logo on the left and 'Application Services' on the right. Below the header is a black navigation bar with links for 'Home', 'Users', 'Groups', and 'Stations'. The main content area is titled 'Edit User Group' and contains two tabs: 'Details' (selected) and 'Authorizations'. Under the 'Details' tab, there are two text input fields: 'Name' with the value 'Mental Health' and 'Description' with the value 'Mental Health Group'. Below these fields is a green 'Update' button and a blue 'Back to List' link. At the bottom right of the page, there is a small copyright notice: '© 2012 Keefe Group'.

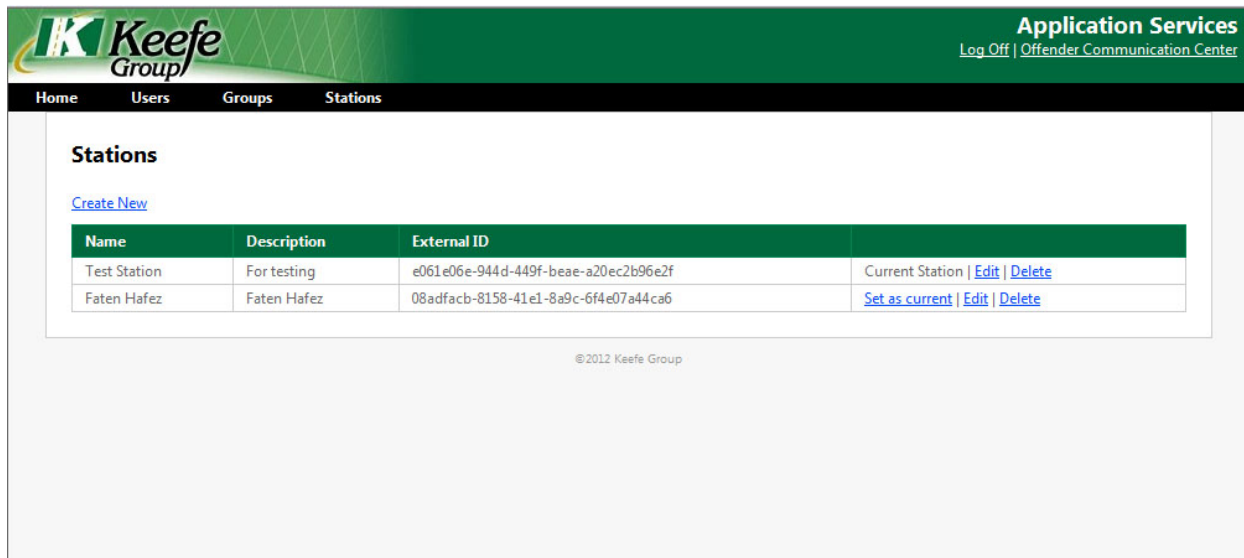
1. To delete a group, click on the **Delete** link to the right of the group name and description. You are prompted to click **OK** to delete or **Cancel** if you do not want to delete.



ADMINISTRATOR MANAGEMENT OF STATIONS

System Administrators can manage stations from the **Application Services** window of the Offender Communications Center.

- Facility stations can be created.
- Existing stations can be edited or deleted.



The screenshot shows the 'Application Services' window of the Offender Communication Center. The top navigation bar includes 'Home', 'Users', 'Groups', and 'Stations'. The 'Stations' section is active, displaying a table of existing stations. A 'Create New' link is available above the table. The table has columns for Name, Description, and External ID. Two stations are listed: 'Test Station' and 'Faten Hafez'. The 'Faten Hafez' station is marked as the 'Current Station' and has links for 'Set as current', 'Edit', and 'Delete'.

| Name | Description | External ID | |
|--------------|-------------|--------------------------------------|--|
| Test Station | For testing | e061e06e-944d-449f-beae-a20ec2b96e2f | Current Station Edit Delete |
| Faten Hafez | Faten Hafez | 08adfacb-8158-41e1-8a9c-6f4e07a44ca6 | Set as current Edit Delete |

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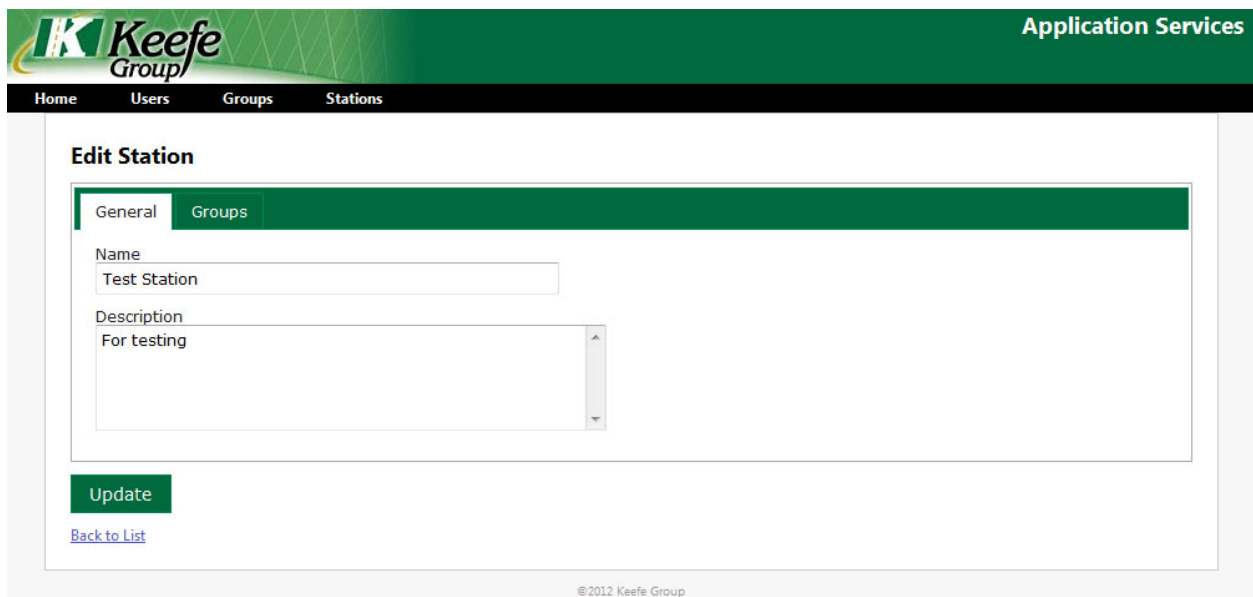
Creating and Authorizing Stations

1. To manage stations, click on the **Manage Users** link from the top menu bar of the **Offender Communication Center** home page. The **Application Services** window opens.
2. Click on the **Stations** link in the top row menu bar. The Stations window opens, displaying all available stations by name, description, and external ID.
3. To create a facility station, click the **Create New** link. The **Add Station** window opens.
4. Under the **General** tab, enter a name and description for the new station.
5. Click on the **Groups** tab.
6. Assign authorizations by clicking to highlight the preset authorization from the **Available** window and then clicking the **Add** button to add these selections to the **Authorized** window.

5. Once all authorizations are assigned, click the **Create** button at the bottom of the window. The new group is created.
6. Click the **Back to list** link to exit the Group management window without making changes.

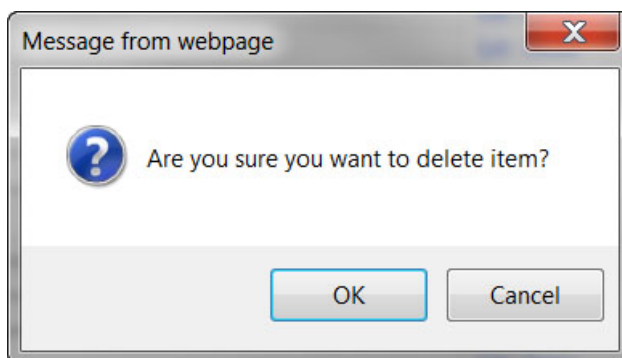
Editing and Deleting Groups

1. To edit a group, click on the **Edit** link to the right of the group name and description. The **Edit User Group** window opens.
2. Change any information under the **Details** tab and/or the **Authorizations** tab.
3. Click the **Update** button to save edits.



The screenshot shows a web application interface for 'Keefe Group' with a green header and navigation bar. The navigation bar includes links for Home, Users, Groups, and Stations. The main content area is titled 'Edit Station' and features two tabs: 'General' (selected) and 'Groups'. Under the 'General' tab, there are input fields for 'Name' (containing 'Test Station') and 'Description' (containing 'For testing'). Below these fields is a green 'Update' button and a blue 'Back to List' link. The footer of the page indicates '© 2012 Keefe Group'.

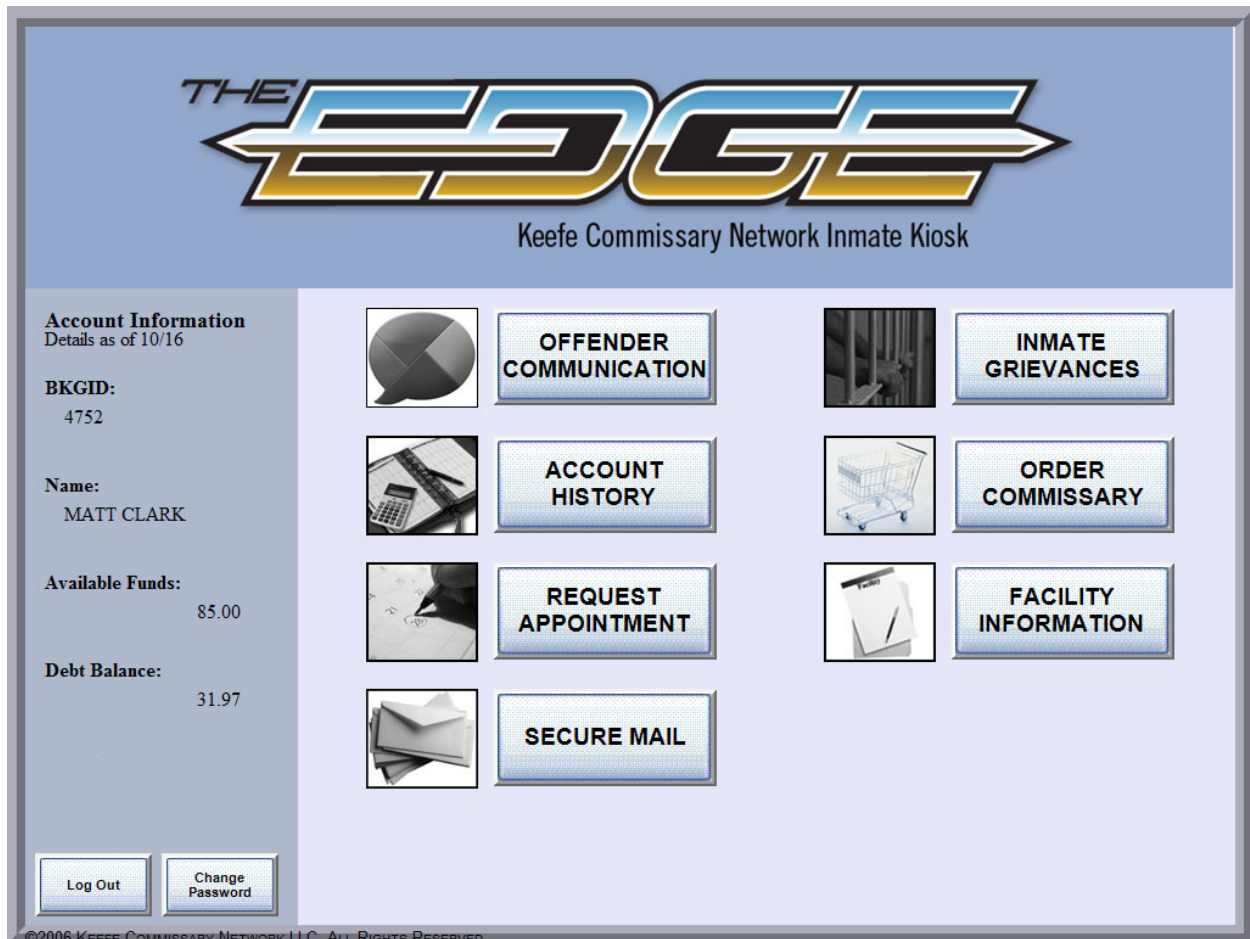
1. To delete a station, click on the **Delete** link to the right of the station name and description. You are prompted to click **OK** to delete or **Cancel** if you do not want to delete.



EDGE OFFENDER USER

OFFENDER SITE: EDGE KIOSK

The Keefe Group Offender Communication Center allows *offenders* to communicate with facility staff through its Edge Kiosk. A log on user name and password are required for access.



Once logged in, the page displays only the most recent offender conversations. The Date and Time displayed is the time the most recent message in the conversation was sent.

- A conversation can have a status of Open or Closed. Offenders can view but cannot reply to a closed conversation.
- Conversations can be filtered by status (All, Open, Closed, or Active)
- All columns can be sorted. Default sort order is by Sent Date/Time on the most recent message

EDGE KIOSK USER LOGIN

THE EDGE
Keefe Commissary Network Inmate Kiosk

Type your BKGID and press enter.


Alphanumeric keypad: A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z

Numeric keypad: 1, 2, 3, 4, 5, 6, 7, 8, 9, 0

BKGID input field

Buttons: Enter, Clear, Cancel

1. From the Edge Kiosk Home page, click English or Spanish to select your language.
2. Enter your identification (booking) number.
3. Click the **Enter** button.
4. Enter your password.
5. Click the **Enter** button. You are logged onto the Edge Inmate Kiosk. Your account information is displayed in the left column of the page.
6. Click on the **Offender Communication** button. The Offender Communication Center page is displayed.



Keefe Commissary Network Inmate Kiosk

Account Information
Details as of 10/16


BKGID:
4752


Name:
MATT CLARK


Available Funds:
85.00


Debt Balance:
31.97


[Log Out](#) [Change Password](#)


[OFFENDER COMMUNICATION](#)


[ACCOUNT HISTORY](#)

[REQUEST APPOINTMENT](#)

[SECURE MAIL](#)

[INMATE GRIEVANCES](#)

[ORDER COMMISSARY](#)

[FACILITY INFORMATION](#)

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VIEWING CONVERSATIONS: MY MESSAGES

Keefe Group
Offender Communication Center

Logged in as MATT CLARK

New Conversation My Messages

My Messages

Show: All Only show New Messages: ☐


| Conversation Topic | Author | Date |
|--|--------------------------------|---------------------|
| Dental - Tooth Needs To Be Pulled - I have a tooth that needs to be pulled. | MATT CLARK (4752) | 10/16/2012 12:19 PM |
| Grievance - Shower Head in Pod B - Have been requesting shower head repaid in P... | MATT CLARK (4752) | 9/19/2012 8:36 AM |
| Informal request - Movement - I would like to change pods. | MATT CLARK (4752) | 9/13/2012 8:17 AM |
| Informal request - Move - No. | Jailtracker Test Administrator | 9/4/2012 11:26 AM |
| Informal request - Cell move - Is there anyway I can switch cell assignments with J... | MATT CLARK (4752) | 8/31/2012 8:48 AM |
| Medical - Medical appointment - Your presence is required at 0830 outside medical... | Jailtracker Test Administrator | 8/30/2012 3:48 PM |

Log Out Main Menu

powered by: **EDGE**
Keefe Commissary Network Inmate Kiosk

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1. Once logged on to the Edge Kiosk Offender Communication Center, the **My Messages** page is displayed.
2. Only the most recent conversations are displayed. Messages are displayed in order, starting with the most recent.
3. A conversation can have a status of either **Open** or **Closed**.
4. Use the drop down menu tab to show the conversation status.
5. To view a message, click on that conversation link . This opens the **View Conversation** page.

Logged in as MATT CLARK

[New Conversation](#)[Send Reply](#)[View Message](#)[My Messages](#)

View Conversation

Subject: Medical appointment

Topic: Medical

Status: Read


Your presence is required at 0830 outside medical room 418. Notify the pod manager prior to 0800.

Jailtracker Test Administrator
8/30/2012 3:48:47 PM

[Send Reply](#)[Back To List](#)

[Log Out](#)[Main Menu](#)

powered by:



Keefe Commissary Network Inmate Kiosk

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SENDING A REPLY

Keefe Group
Offender Communication Center

Logged in as MATT CLARK

New Conversation Send Reply View Message My Messages

Send Reply

Conversation Topic: Medical

Conversation Subject: Medical appointment

Message:

☐ Close Conversation on Reply

Send Reply View Message

Backspace

Tab q w e r t y u i o p [] \

Caps a s d f g h j k l ; ' Enter


Shift z x c v b n m , . / Shift

Log Out Main Menu

powered by: THE EDGE
Keefe Commissary Network Inmate Kiosk

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1. To reply to a conversation, click on that conversation link on the My Messages page. This opens the **View Conversation** page.
2. View message.
3. Click the **Send Reply** button. This opens the Send Reply page.
4. Using the keyboard, type in reply.
5. Use the View Message button to go back and forth between your reply and the facility message. Your draft will not be lost.
6. Check the **Close Conversation on Reply** box if you do not require a facility response.
7. Click the **Send Reply** button to send your reply.

Logged in as MATT CLARK

[New Conversation](#) [Send Reply](#) [View Message](#) [My Messages](#)

View Conversation

Subject: Medical appointment

Topic: Medical

Status: Read

Your presence is required at 0830 outside medical room 418. Notify the pod manager prior to 0800.


Jailtracker Test Administrator
8/30/2012 3:48:47 PM

MATT CLARK (4752)
10/16/2012 12:24:29 PM

This is to notify you that I have will report to the Medical center as requested.

[Send Reply](#) [Back To List](#)

[Log Out](#) [Main Menu](#)

powered by: 
Keefe Commissary Network Inmate Kiosk

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STARTING A NEW CONVERSATION

The screenshot displays the 'New Conversation' form within the Keefe Group Offender Communication Center. The interface includes a header with the Keefe Group logo and the text 'Offender Communication Center'. A user is logged in as 'MATT CLARK'. The form has two tabs: 'New Conversation' (active) and 'My Messages'. The 'New Conversation' form contains the following fields:

- Conversation Topic:** A dropdown menu with 'Dental' selected.
- Conversation Subject:** A text input field containing 'Tooth Needs To Be Pulled'.
- Message:** A large text area containing the message 'I have a tooth that needs to be pulled.'

Below the message field is a 'Create New Conversation' button. A virtual keyboard is displayed below the message field, showing keys for numbers, letters, and symbols. At the bottom of the interface, there are 'Log Out' and 'Main Menu' buttons, a 'powered by: EDGE' logo, and a copyright notice: '©2010 KEEFE COMMISSARY NETWORK LLC. ALL RIGHTS RESERVED'.

Offenders can create a new conversation from the Offender Communication Center home page located on the Edge Kiosk.

1. From the Offender Communication Center home page, click **New Conversation**.
2. Using the drop down menu tab, select a **Topic** from the preset topics. The Conversation Topic control lists all topics for the facility. If no subject is entered, then the **Conversation Topic** is used for the subject.
3. Using the keyboard, type in a **Subject**.
4. Tab down and enter a **Message**.
5. Click the **Create New Conversation** button to send the message.
6. Click the **Log Out** button to log out of the system.
7. Click the **Main Menu** button to return to the main menu.